



VALLEY HEALTH PLAN

P.O. Box 3128

2270 EastRidge Center

Eau Claire, WI 54701

Phone: 715-832-3235/1-800-472-5411 Fax: 715-836-1298

Type of Plan	Health Maintenance Organization
Total Number of Members	31,100
Years of Operating Experience	19+
Total Number of Primary Care Physicians (PCPs).....	251
Percentage of PCPs Accepting New Patients.....	100%
Percentage of Board Certified Specialty Care Physicians	94%
Number of Urgent Care Facilities.....	17
Number of Dentists	33
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	If your VHP physician is referring you to a non-VHP provider, a Request for Authorization form must be forwarded to VHP indicating what services are needed. VHP's Medical Director will render a decision and a written notification of approval or denial will be sent to the member and requesting physician. You must have written authorization from VHP prior to receiving the care from the non-VHP provider or services will not be covered. Referrals may be authorized if the services requested are medically necessary, covered services, and not available from any VHP provider. Some other services that require prior written authorization from VHP are: home care, therapies, skilled nursing care, and durable medical equipment purchase or rental. Please contact VHP for prior authorization requirements.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You or your provider should then submit the itemized bill and EOMB to Valley Health Plan for processing as the secondary carrier.
Prescription Drug Policy	Valley Health Plan utilizes a drug formulary which includes over 900 drugs. Some drugs do require prior authorization. To obtain a drug formulary listing or information about the drugs that require prior authorization, contact our Member Service Department at 1-715-836-1254. To obtain prior authorization for a drug that is not listed on the formulary, you may also contact our Member Service Department for assistance.
Dispensing Policy	VHP will dispense up to a 34-day supply for prescription drugs. Larger quantities may be obtained with the appropriate copayment.
Mail Order	All VHP participating pharmacies offer mail-order prescription services.
Disposable Diabetic Supplies Procedure	Supplies may be purchased from either a VHP pharmacy or a durable medical equipment provider. You will be required to pay 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	A referral is not required if you use a VHP provider.

ADDITIONAL INFORMATION

24-Hour Nurse Line	Not Available
PCP Restrictions	VHP's service area is divided into four geographic areas or options. All family members are free to choose providers from within the same option and VHP permits the use of OB/GYN doctors as Primary Care Physicians.
Dental Benefits If Provided	No adult dental coverage. For children 11 and under 100% coverage for yearly cleaning, exam, bitewing x-ray and fluoride treatment; automatically included in your policy benefits.

Counties in Service Area	Hospitals in County	Major Providers in County*
Barron	Lakeview Medical Center Barron Memorial Medical Center Cumberland Memorial Hospital	Marshfield Clinic-Indianhead Center - Rice Lake Midelfort Clinic – Barron Midelfort Clinic – Cameron Cumberland Clinic – Cumberland Cumberland Clinic – Turtle Lake
Chippewa	Bloomer Community Memorial Hospital	Midelfort Clinic - Bloomer Midelfort Clinic - Chippewa Falls
Dunn	Myrtle Werth Medical Center	Red Cedar Clinic - Menomonie
Eau Claire	Luther Hospital-Mayo Health System	Midelfort Clinic - Eau Claire Family Medicine Clinic - Eau Claire Pine Grove Family Practice Assoc. - Eau Claire
Jackson	Black River Memorial Hospital	Krohn Clinic - Black River Falls
Pepin	Chippewa Valley Hospital & Nursing Home	Castleberg Clinic - Durand Durand Medical Building - Durand
Pierce	River Falls Area Hospital	River Falls Medical Clinic
Polk	Amery Regional Medical Center Ladd Memorial Hospital – Osceola St. Croix Valley Memorial Hospital – St. Croix Falls	Amery Regional Medical Center - Amery Amery Regional Medical Center – Clear Lake Osceola Medical Center River Valley Medical Center – St. Croix Falls
St. Croix	Hudson Medical Center Holy Family Hospital – New Richmond Baldwin Hospital	Hudson Physicians, Inc. New Richmond Clinic Baldwin Area Medical Center

* This column provides only a general summary of major provider groups. For a complete listing, please contact Valley Health Plan Member Service at 715-836-1254.